

AM 2151

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

#2/IDS


APPLICANT(S): A. Dan et al.

SERIAL NO.: 09/642,526

FILED: August 18, 2000

I hereby certify that this paper is being deposited on this date with the U.S. Postal Service as first class mail addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231.

Signature: Judith Ryan Date: January 10, 2001

FOR:  ELECTRONIC SERVICE LEVEL AGREEMENT
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INFORMATION DISCLOSURE STATEMENT

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

Pursuant to 37 C.F.R. §§1.56, 1.97 and 1.98, Applicants' attorney wishes to bring to the attention of the Patent and Trademark Office the following documents listed on the accompanying Form PTO-1449. A copy of each listed document is enclosed.

1. "Why Frame Relay and What Is An SLA?", Paradyne Framesaver Solutions, <http://www.paradyne.com/framesaver-minisite/why-frame-relay.htm>, pp. 1-6, 2000.

2. J-T. Park et al., "Design and Implementation of Multi-Domain Intranet Service Management System with QoS Support," Journal of Electrical Engineering and Information Science, Vol. 4, No. 3, pp. 323-328, 1999.

3. A. Caine, "Negotiating An Effective Service Level Agreement," Gilbert & Tobin, <http://www.gtlaw.com.au/pubs/negotiating.htm>, pp. 1-16, June 1997.

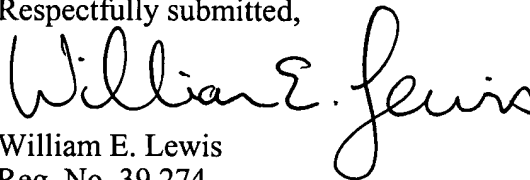
4. M. Tsykin, "Automated Service Level Reporting: Experience of Implementation," Fujitsu Australia Limited, Cheltenham, Australia, pp. 751-762, CMG, December 2000.

Applicants' attorney also brings to the attention of the Office the following U.S. Patent Application: Serial No. 09/148,618 filed September 4, 1998 and entitled "Service Contract for Managing Service Systems."

It is believed that there is no fee due in conjunction with the filing of this Information Disclosure Statement. In the event of non-payment or improper payment of a required fee, the Commissioner is authorized to charge or to credit **International Business Machines Corporation Deposit Account No. 50-0510** as required to correct the error.

The filing of this Information Disclosure Statement shall not be construed as a representation that a search has been made, or as an admission that the information cited is considered to be material to patentability, or as a representation that no other material information exists.

Respectfully submitted,

A handwritten signature in black ink that reads "William E. Lewis". The signature is written in a cursive, flowing style.

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